



aloricares

TODAY'S HEROES STILL SERVING

A New Leader in American Business and Disabled American Veteran Employment and Empowerment

Look what AloriCares employees are already saying:

"The thought of working for Alorica brings to mind one word: camaraderie. After my first conversation with each of the staff members, it was clear that working for Alorica would be better than the usual corporate experience. Immediately, you're made to feel like one of the most important components in the overall success of the company before you've received any training, answered one call, or earned one paycheck. The camaraderie combined with the fact that Alorica specifically developed a division aimed directly at recognizing, training and employing veterans confirmed that I'd made the best decision for my career. When I see the word 'AloriCares,' to me it means: AloricaRES (Recognizes, Employs, and Supports) veterans."

Teressa Taylor, Solutions Specialist
U.S. Army, Disabled Veteran

"I think AloriCares is a great company to work for. They actually take time to talk with the Disabled Veteran and understand the difficulty we have in transitioning from military to civilian life. A lot of companies won't even consider us. With the benefits offered and the family atmosphere, this is a company that can provide me with real growth opportunities."

Donald Stevens, Solutions Specialist
U.S. Army, Disabled Veteran

"It's hard fighting to convince employers I can be an asset. From my point it's not, 'Can I do the job?' it's 'Give me a CHANCE to do the job.' AloriCares is giving me that chance. Every day I just want to get up and be productive in society and provide for my wife and son and this is a great opportunity for me to learn, grow, and show what I can do."

Christopher Kates, Solutions Specialist
U.S. Army, Disabled Veteran

"AloriCares staff has been there through this whole process to see that we have not been left out of the loop and have gone to bat for the Disabled Vets, making sure we were treated fairly in a working society where people with disabilities are a handicap to the workforce, and not an asset. I, for one, am grateful. This is going to become a great company, driven by disabled vets willing to go the extra mile. I am proud to be a member of this family!"

Andy Callahan, Solutions Specialist
U.S. Army, Disabled Veteran



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www.aloricares.com

The Aloricares program provides call center services for our fortune 500 clients. Our agents work virtually and are provided with a 4-9 week training course. The AloriCares (Work At Home program) was designed specifically to offer work opportunities veterans with service connected disabilities.

In the position of Solutions Specialist, the employee performs all roles and functions from his or her home, the agent will handle all customer related issues with our client from general technical question, billing questions, or basic troubleshooting issues.

Responsibilities include but are not limited to:

- Answer inbound calls within guidelines established by the client and call center management.
- Ensure the delivery of a quality customer experience on each and every transaction.
- Supply high-quality service in accordance with given processes and procedures.
- Consistently achieve call quality score goals to meet client and customer satisfaction goals.
- Ensure that all complaints are recognized, recorded, confirmed and solved effectively.
- Ability to interact positively with customers, peers, and supervisors. Dependable, reliable and able to perform duties with minimal supervision.

Opportunities for advancement to:

Quality Specialist
Quality Manager
Trainer
Leadership Intern
Team Manager